

VIRGINIA RELAY SERVICE

Customer Contact Report

(September, 2003)

| I. Commendations | Voice | TTY | Total |
|---------------------------------|--------------|------------|--------------|
| CA/OPR Related | 8 | 5 | 13 |
| Relay/OSD Related | | | |
| Other | | | |
| Total Commendations | 8 | 5 | 13 |
| | | | |
| II. Complaints | Voice | TTY | Total |
| CA/OPR | | | |
| Attitude and Manner | | | |
| Typing Skill/Speed | | | |
| English Grammer | | | |
| CA Hung up on me | | | |
| Other (CA/OPR) | | | |
| Equipment | | | |
| Disconnect | | | |
| Answer/Wait Time | | | |
| Garbled Words | | | |
| Other (Equip) | | | |
| Methods Related | | | |
| Miscellaneous | | | |
| Billing Rate | | | |
| Scope of Service | | | |
| Other (Misc) | 1 | | 1 |
| Total Complaints | 1 | | 1 |
| | | | |
| III. Inquiries/Comments | Voice | TTY | Total |
| General Information | 4 | 1 | 5 |
| Outreach/Marketing | 1 | | 1 |
| Explain Relay | 2 | | 2 |
| TTY Distrib/Purchase | | | |
| LEC Service | | | |
| Billing/Rate | | 1 | 1 |
| Computer Settings | | 1 | 1 |
| Technical Related | 2 | | 2 |
| Other | 7 | 4 | 11 |
| Total Inquiries/Comments | 16 | 7 | 23 |
| | | | |
| Grand Total | 25 | 12 | 37 |